

How to Submit an RMS for GI Models

May 2022



SouthwestPowerPool



SPPorg



southwest-power-pool

GlobalScape for Models Publicly Posted

Before submitting a Request Management System (RMS) ticket for GI Models, first check to see if you have access to GlobalScape. GlobalScape houses all of the GI Models that have been publicly posted.

- a. If you have GlobalScape access and the models are publicly posted, use the following link:
<https://sppworkspaces.spp.org/EFTClient/Account/Login.htm>
- b. If you do not see the models on GlobalScape and/or do not have access, please continue with the following steps.

RMS Web Portal - Direct

<https://spprms.issuetrak.com/login.asp>

← → ↻ spprms.issuetrak.com/login.asp [Icons]

Imported Tariff Services Mana...

SPP Southwest Power Pool

Welcome to Southwest Power Pool's Request Management System (RMS)

Don't have an account? Use the "Register Now" link below. **Please use your e-mail address as your User ID.**

Don't remember your Password? **DO NOT** create a new account - you won't have access to your Requests!
Enter your User Id then click the "Forgot your password?" link below.

Please note that RMS should not be used to report real-time operational issues, contact operations directly.

Please note that RMS is no longer compatible with IE. Please use Firefox, Chrome, Microsoft Edge, or Microsoft Edge Chromium.

May Require Registration on SPP.org

User ID:

Password:

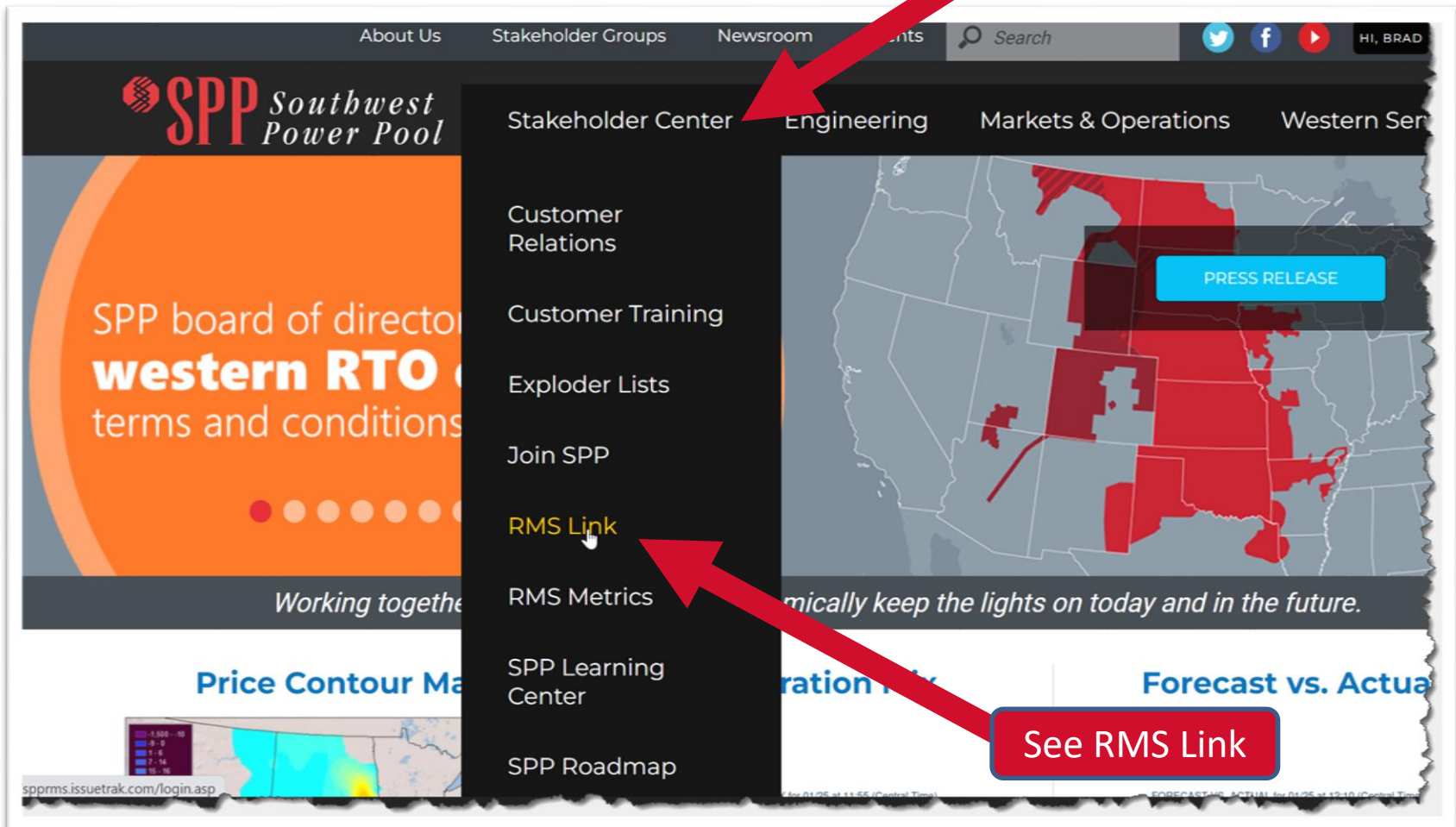
Sign In

[Forgot / Reset your password?](#)
[Register Now](#)

RMS Web Portal - Indirect

<https://www.spp.org/>

Drop Down Menu
Appears Under
"Stakeholder Center"



See RMS Link



RMS Log In Prompt

User ID:

bfinkbeiner@spp.org

Password:

.....

Sign In


[Forgot / Reset your password?](#)

[Register Now](#)


Initiate A New RMS Request


← → ↻ <https://spprms.issuetrak.com/TrakHome.asp>

Tariff Services Mana... Imported

 **Welcome to Southwest Power Pool's Request Management System**

New Request

Request Hub 



Click On New Request Button To Initiate An RMS Ticket

Global Requests (0) Open Requests (401) Summa...

- Home
- Dashboard
- Request Hub
- Search Requests
- Calendar
- Knowledge Base

Use “Submit an Inquiry”

The screenshot displays the Southwest Power Pool's Request Management System (RMS) interface. At the top, a red banner contains the SPP logo and the text "Welcome to Southwest Power Pool's Request Management System (RMS)". On the left, a navigation sidebar includes a "New Request" button and a list of menu items: Home, Dashboard, Request Hub, Search Requests, Calendar, Knowledge Base, Closing Requests, and SPP Website. The main content area is titled "Submit Request" with a bookmark icon. Below the title, a message reads "Please begin by selecting Request Template". A dropdown menu labeled "*Request Template:" is open, showing a list of options: "Submit an Inquiry" (highlighted in red with a mouse cursor), "Submit Information", "Request Technical Support", "Initiate a System Access Action", "Initiate a Customer Registration Action", and "Z2 Tariff Section 7.4 Billing Dispute". At the bottom of the sidebar, a "Bookmarks" section is partially visible.

Populate Template Fields (#1)

SPP Southwest Power Pool

Welcome to Southwest Power Pool's Request Management System (RMS)

New Request

- Home
- Dashboard
- Request Hub
- Search Requests
- Calendar
- Knowledge Base
- Closing Requests
- SPP Website

Submit Request

Request Template:

Request Status:

* Request Type:

* Subtype 1:

* Subtype 2:

* Subtype 3:

* Subtype 4:

* Subject:

Select "Tariff Services and Studies" for Subtype 1 and then select "Generation Interconnection" for Subtype 2

Populate Template Fields (#2)

* Subject:









Enter an Intuitive Subject Line Here

System Reference #:

DO NOT POPULATE THIS FIELD

* Full Description:

File Edit View Insert Format Tools Table

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<Enter details of the study models that you are requesting. Please specify either an interconnection request number (SPP or Affected System) and/or cluster number (SPP or Affected System)>

<Include your contact information below>

Include Attachment(s) (upload screen will display on submit)

Tasks:

Task	Assigned To	Completed	Time
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[Task Manager](#)

Populate Template Fields (#3)

The screenshot displays the RMS interface with a red header bar containing the SPP logo and the text "Welcome to Southwest Power Pool's Request Management System (RMS)". A green notification banner at the top states "Request #76436 was successfully submitted!". Below this, the "Attachments for Request #76436" section is visible, including "Request Details" with fields for "Request #:" (76436) and "Subject:" (Enter An Intuitive Subject Line Here). The "Add Attachments" section contains a "Filenames:" list with three entries: "SPP EMT M...irements.pdf" and two "No file chosen" entries. At the bottom, "Save" and "Reset" buttons are highlighted with a red box. Two red callout boxes provide instructions: one points to the notification banner, and the other points to the "Save" button.

Request #76436 was successfully submitted!

Attachments for Request #76436

Request Details

Request #: 76436
Subject: Enter An Intuitive Subject Line Here

Attachments:

Add Attachments
To add attachments, first select files and then press Save.

Filenames:

- Choose File SPP EMT M...irements.pdf
- Choose File No file chosen
- Choose File No file chosen

Save Reset

After you enter your RMS text and his SUBMIT REQUEST, it will preassign an RMS # and then take you to the Attachment pane to upload your attachment(s). Keep in mind you have to preselect the box "Include Attachment(s) (upload Screen will display on submit)

You can verify your Attachment will be included to your RMS Ticket, here. Once verified, then hit the SAVE button.

Steps after Request

1. SPP will first check internally with our legal department to ensure user has appropriate Non-Disclosure Agreement (NDA) on file
2. SPP will then forward the RMS ticket to the appropriate SME within SPP to supply the models
3. After verification of NDA, SPP will provide the models through a temporary GlobalScape link
4. SPP will close the ticket pending further questions

Ever need to **escalate**, contact:

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